CPS - ENTER FACE TO FACE CORE CONTACT

CREATION DATE: April 22, 2006

Entering a New Contact for CPS - Investigations Best Practice Standard: Investigations will be initiated within 48 hours.

Based on the Federal Child Abuse Prevention and Treatment Act and its implementing regulations, provisions in Title 4 and 16 of the D.C. Code, and the Modified Final Order and Implementation Plan in LaShawn A. v. Williams: it is the policy of the Child and Family Services Agency that all investigations of accepted reports of alleged child maltreatment (abuse and neglect) are initiated by establishing face-to-face contact with the alleged child victim within 48 hours of the receipt of the report.



Pointers to Remember:

- 1. Core contacts should be made with the alleged victim, alleged maltreater, collateral, household member and reporting source.
- 2. Investigations should be initiated with the alleged victim within 48 hours of the reported incident.
- 3. Investigations should include appropriate interviews with all children in the household outside the presence of the caretaker, parents, or caregivers and needed collateral contacts.
- 4. Once you have attempted or completed a contact with an alleged victim, alleged maltreater, collateral, household member and reporting source this information should be recorded in the Contacts screen in FACES.NET

The Two Types of Visits are:

- a. Attempted: when an investigator attempts to see the child within the mandated 48 hours,
 - but could not locate them.
 - -when an investigator attempts to see the alleged maltreater, collateral, household member and or reporting source face-to-face but actual contact was not made with the individual.
- b. Completed: when an investigator has seen the child (ren) within the mandated 48 hours.

In the following steps, we will enter a contact in FACES.NET detailing a visit made by an Investigation worker to the <u>Jackson</u> family.

Steps Include:

Step 1: Place your mouse over the Referral module at the top of the screen stroll down until you come across Investigation and click on Contacts.

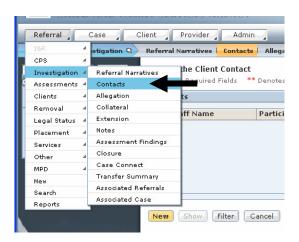
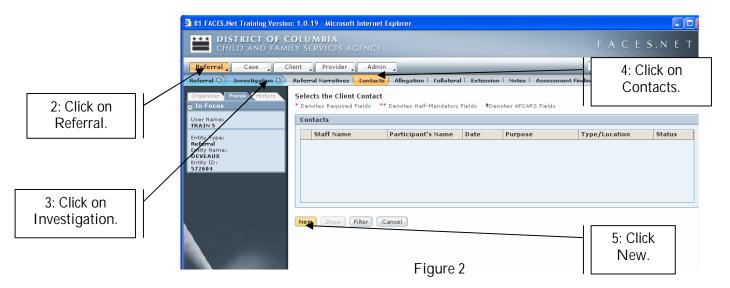


Figure 1

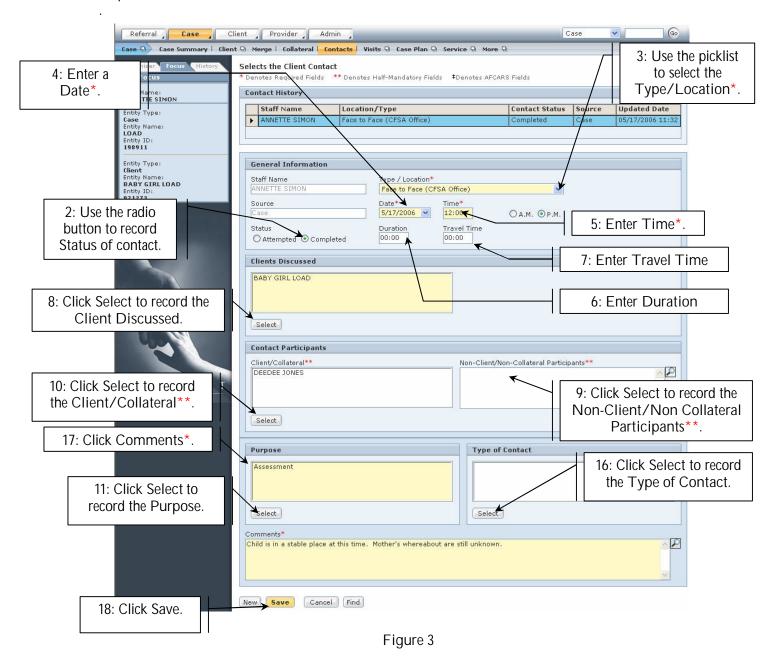
- Step 2: Place your mouse over the Referral menu item.
- Step 3: Click on Investigation.
- Step 4: Click the Contacts.
- Step 5: Click New.



General Information/Contact Participants

Steps Include:

- Step 1: You can view it in several modules: Transfer Summary, Assign/Transfer, and Workload.
- Step 2: Status Click on the radio button to show attempted or completed.
- Step 3: Type/Loc. Click on the drop down picklist to choose the type of contact (Phone, Letter, Face to Face etc.)
- Step 4: Date Enter the date of the contact occurred.



- Step 5: Time Enter the time the contact occurred.
- Step 6: Duration Enter the length of time the contact lasted.
- Step 7: Travel Time Enter the length of travel time if applicable.
- Step 8: Click Select to record the Clients Discussed.
- Step 9: Click Select to record the Client/Collateral.
- Step 10: Add any additional participants into the Non-Client/Non-Collateral Participants box by typing their names.
- Step 11: Click Select to record the Purpose of the contact.
 - The Select Contact Participants box will pop up. The radio button will default to client.
- Step 12: Select the Available Values from that column; to select multiple values, hold down the [Ctrl] key while clicking the value needed.
- Step 13: Click the right pointed double-arrow to place selected values on the Selected Values column.
- Step 14: If you select an item in error, then click on selected value and click the left pointing double-arrow.
- Step 15: Click Ok (when all values have been selected.)

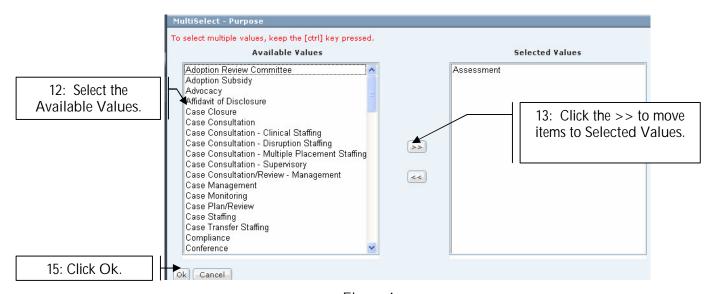


Figure 4

- Step 16: Click Select to record the Type of Contact.
- Step 17: Follow Steps 12 15.

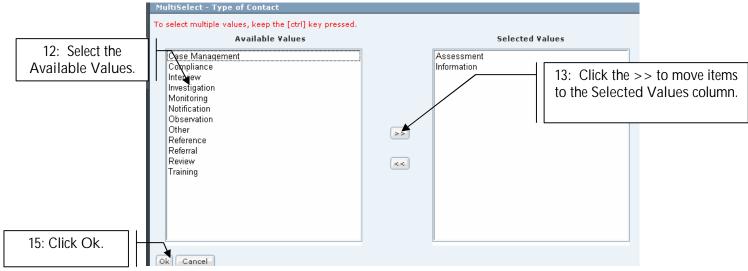


Figure 5

Step 18: Click Save.

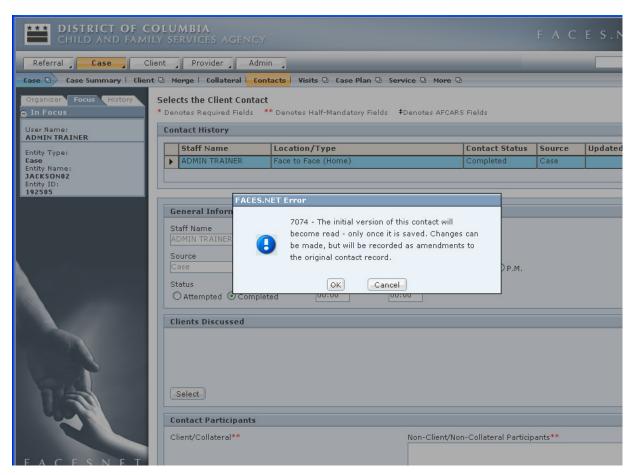


Figure 6

Step 19: A verification message will appear. Click OK to verify the change or click Cancel to return to the screen.



Note:

In order for a social worker's contacts/visits to count, three fields must be completed:

- The Type/Loc. field must be a 'Face to Face"
- The Status field must be "Completed".
- The clients with whom the social worker met must be entered into the Contact Participants field.

View a Contact/ Amend a Contact

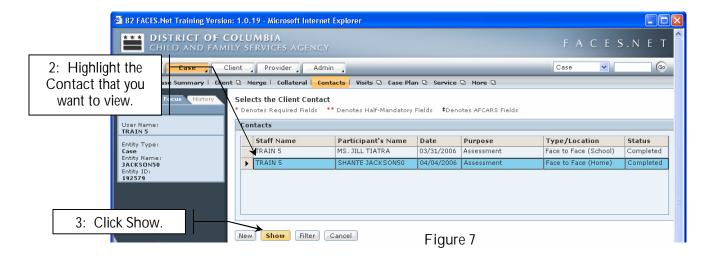


Pointer to Remember:

Any changes made to a contact upon re-entering the screen will result in an amendment. FACES.NET will keep a record of each amendment to the Contact Screen.

Steps Include:

- Step 1: Click Contacts.
- Step 2: Highlight the contact to be viewed on the Select Contact pop up screen.
- Step 3: Click Show.



- Step 4: View or make any necessary changes.
- Step 5: Click Save if changes were made to the screen.
- Step 6: A verification message will appear. Click OK to verify the change or click Cancel to return to the screen.

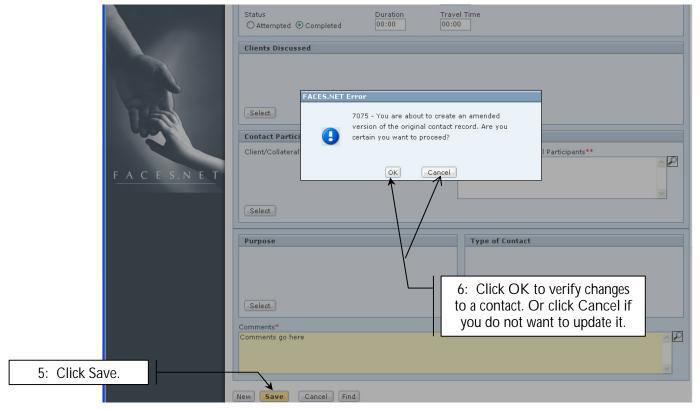


Figure 8



Note:

• Please refer to the Modified Final Order and Best Practice Implementation Plan in LaShawn A. v. Williams for policies and guidelines concerning the frequency of visits to children. This information can be found on the CFSA Intranet site.

Best Practice Reports Reference Guide

Data input for the above tip sheet may affect statistics recorded for Best Practice # III.3 – CMT166MS-Visits to Children /Families In-Home.

CMT166MS captures the following information:

- Percent totals may not add up to 100% due to rounding. Numbers in visit columns may not add up to the total as a child could be in multiple cases across different administrations.
- This population includes all children who are a) actively participating in the case as a child b) under the age of 21 and c) not in placement.
- A child is considered to be "at home" if the placement is end-dated or no placement is entered in FACES.
- This report includes children with in-process placements.

- This report counts all completed contacts that are entered in the Contact screen or the Visit Log where the child's name is selected as a participant.
- If no information is entered in FACES for a given record, the detail report will show a blank for that record.
- For the purposes of this summary, contacts with a status of "Canceled" "No Show" or Attempted" are not counted as contacts.
- The numbers above represent information entered into FACES as of the report run date. The numbers may change as further updates are made.